

Appl. No. 10/772,483
Amdt. dated March 10, 2008
Reply to Office Action of July 6, 2007

Amendments to the Claims:

This listing of claims will replace all prior versions, and listings, of claims in the application:

Listing of Claims:

Please amend claims 1, 8, 11, and 13 as follows:

1. (currently amended) A voice recognition system comprising:

a plurality of modules for receiving voice inputs from a user and performing services based on the user in response to the voice inputs at least one of the plurality of modules providing a user prompt and receiving an input, and if the input is not recognized, resetting a consecutive error counter invoking a help application, and passing information identifying the module and information identifying a function being performed when the unrecognized input was detected; and

a user information database storing user proficiency information;

a the help application for noting erroneous and unrecognized user inputs and selecting a help prompt for presentation to a the user upon subsequent to receipt of an the unrecognized or erroneous input, the help application being operative to identify an experience level of a user and selecting at the help prompt appropriate to based upon the user's experience level, the help application being able to use information identifying the user's experience level to favor the performance of alternative actions to presentation of unabridged prompts for functions in which the user has a higher experience level proficiency and the information identifying the module and the function.

Appl. No. 10/772,483
Amtd. dated March 10, 2008
Reply to Office Action of July 6, 2007

2. (currently amended) The system of claim 1, wherein the consecutive error counter is incremented each time a subsequent unrecognized input is received a function and module being employed upon receipt of an unrecognized or erroneous input is identified to the help application and selecting the help prompt selected is chosen further based on utilization of the consecutive error counter count stored user information relating to the user.

3. (original) The system of claim 2, wherein the user information includes information indicating the user's proficiency in using the system.

4. (original) The system of claim 3, wherein the information indicating the user's proficiency includes information indicating the user's proficiency with each function available to the user.

5. (original) The system of claim 4, wherein the information indicating a user's proficiency with each function includes a function usage tally for each function, the function usage tally for a function indicating a number of times the user has successfully employed the function.

6. (currently amended) The system of claim 5, wherein the help application employs the function usage tally for the function being used when an the unrecognized or erroneous input was detected, in order to determine a user experience category for the user with respect to the function.

7. (original) The system of claim 6, wherein the help application determines the user experience category by selecting an experience category associated with a range of function usage tally values within which the user's function usage tally for the function falls.

Appl. No. 10/772,483
Amdt. dated March 10, 2008
Reply to Office Action of July 6, 2007

8. (original) The system of claim 7, wherein the help application tracks consecutive errors and recognition failures and selects appropriate help prompts in the case of consecutive errors and recognition failures.

9. (original) The system of claim 8, wherein the user's function usage tally for a function is updated upon each successful use of that function.

10. (currently amended) A method of help prompt selection, comprising the steps of:

identifying a function being employed when ~~an~~ first unrecognized input was received; resetting a consecutive error counter upon detection of the first unrecognized input; identifying a user experience level ~~for~~ with successfully utilizing the function; and selecting a help prompt appropriate ~~for~~ based on the user experience level ~~for~~ with successfully utilizing the function, ~~selection of an appropriate help prompt including using~~ information ~~identifying the user's experience level to favor the performance of alternative actions~~ ~~to selection of an unabridged prompt for functions in which the user has a relatively high~~ ~~experience level~~.

11. (original) The method of claim 10, wherein the step of identifying the user experience level comprises assigning the user to a particular experience category and wherein the step of selecting a help prompt includes selecting a prompt associated with the experience category to which the user belongs.

Appl. No. 10/772,483
Amtd. dated March 10, 2008
Reply to Office Action of July 6, 2007

12. (currently amended) The method of claim 11, wherein the step of identifying the user as belonging to a particular experience category includes examining user information indicating the experience category to which the user should be assigned, and further comprising:

incrementing the consecutive error counter upon detection of subsequent unrecognized inputs; and

selecting the help prompt based on both the user experience level for the function and the consecutive error counter count.

13. The method of claim 11, wherein the step of examining user information includes examining a function usage tally for the function being employed when an unrecognized input was received and assigning the user to an experience category associated with a range of function usage tally values within which the user's function usage tally for the function falls.

14. (original) The method of claim 13, further comprising the steps of:
detecting consecutive errors or recognition failures; and
upon detection of consecutive errors or recognition failures, selecting a prompt appropriate for the user's experience level and for the number of consecutive errors or recognition failures detected.

15. (original) The method of claim 14, wherein the selection of a prompt is more dependent on the number of errors or recognition failures detected as the number of consecutive errors or recognition failures increases.

16. (original) The method of claim 15, further comprising a step of updating the user's function usage tally for a function upon each successful use of that function.